

Complaint about childcare provision

Ref: EY296608/5421749

Date: 3 May 2023

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 19 April 2023, we received concerns that the provider was not meeting some of these requirements. In addition, on 19 April 2023, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

On 20 April 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 3 May 2023:

gain a secure knowledge and understanding of safeguarding policy and procedures, in particular, when to notify the local authority designated officer (LADO) of an allegation and to seek and follow their advice and to inform other agencies with statutory responsibilities without delay.

On 26 April 2023, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of the safeguarding policy and procedures. This includes when to notify the local authority designated officer (LADO) of an allegation and to seek and follow their advice and to inform other agencies with statutory responsibilities, including the local child protection agencies, without delay. Going forward, the manager has completed a Designated Safeguarding Lead (DSL) network course and all staff have attended staff meetings where they have revisited the safeguarding procedures and behaviour management policy. This has updated their knowledge to ensure that they follow the correct policies and procedures in relation to keeping everyone safe.

We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted. The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).